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Refund Policy

Skate Canada recommends an accessible and flexible registration program, including refunds. The Ajax Skating Club (the "Club") undertakes to ensure refunds for all of its programs are flexible, accessible and provided in a timely manner, where they fall within the parameters of the policy.

General Principles:

1. The Policy applies to all of the Club's regularly-scheduled sessions and activities, hereinafter referred to as the Club's 'programs', excluding synchronized skating.
2. ALL refunds must be requested in writing to the Board, using the Refund Requisition Form, addressed to the attention of the Registrar. The date of receipt will be the date used for the purpose of assessing the refund.
3. All refunds are considered on a case by case basis and the outcome is determined at the next Board meeting.
4. An administrative charge will be deducted from any refund request received. The deduction will include the full mandatory fees paid to Skate Canada upon initial registration and the Club administration fee.
5. All refunds will be pro-rated based on the number of lessons that occurred between the time of registration and receipt of request for refund.

Requests made up to and including week 2 (two) of program start

6. Refunds (minus administration charge) for registration will be provided for any reason up to and including two (2) weeks of the commencement of the program in which the skater was registered. All requests must be accompanied by a completed Refund Request form. These requests are not subject to a pro-rated fee or Board approval.

Requests made three (3) weeks after program commencement:

7. Any requests made three (3) weeks after the commencement of the program will be considered by the Board on a case-by case basis. All

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requests must be accompanied by a Request Refund Form. All requests will be subject to the administration charge PLUS a pro-rated fee for the sessions skated. Refunds will be given ONLY for the following circumstances:

a) **Medical reasons:** Any refund request for medical reasons must be accompanied by a medical certificate. The Registrar will keep the medical certificate in confidence and the document will only be used for the purposes of confirming the refund request.

b) **Extraordinary reasons:** Reasons beyond the control of the skater, including but not limited to serious illness in the family or moving from the area.

8. The above list in no way limit's the discretion of the Board to allow or decline refund requests for any reason.

Agreement to Refund:

9. When a request is made under Section 7 above, the Board will vote to grant or to decline the refund request.
10. If the Board votes to grant the refund request, the Board undertakes that the refund will be provided in to the requestor a timely manner.
11. The exact calculation of the refund amount will be determined by the Treasurer and the Registrar as per the guidelines indicated in Section 6 and 7 (referring to section 3); the requestor will be provided a breakdown of the final calculation.

Refund Refusal:

12. If the Board declines the refund request, the Registrar or the Office Administrator will promptly inform the requestor of the Board's Decision.

Refund Policy Awareness:

13. The Refund Policy will be posted on the Bulletin Boards and on the website.
14. All Program brochures will include an outline of the Refund policy, and provide a link to the website for the full policy.

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